

<p>JOB DESCRIPTION: SPURWINK SERVICES</p> <p>Effective Date: 10/30/17</p>	<p>CLINICAL SUPPORT SPECIALIST-OCS Outpatient & Community Services</p> <p>Revised: 03/25/21; 06/2/21</p>
---	--

* Denotes an Essential Function

Title: Clinical Support Specialist

Category: AS2

Code: CSS OCS

Education and Experience Required: High School Diploma or equivalent required. Excellent customer service skills, organizational skills, and time management skills are required. Bachelor's degree and/or relevant experience in a related field preferred.

Knowledge, Skills, and Abilities Necessary: Demonstrated computer literacy and strong organizational and communication skills. Must be highly adaptive and able to respond to disruptions while completing essential duties. Must show initiative and good problem-solving skills. Must have 2-3 years of experience working in an organization setting involving electronic records and electronic data collecting methods. Demonstrated knowledge and related to relevant services and related documentation, billing systems, and procedures.

Minimum Physical Requirements: Must be able to go up and down stairs; bend and lift; and perform physical restraints as required.

Duties and Responsibilities of the Position:

- * 1. Develop and maintain accurate, orderly and accessible data tracking spreadsheets related to program, contract and grant requirements and outcomes.
- * 2. Track needed information. Generate and submit reports.
- * 3. Perform data entry into Electronic Medical Record (EMR) including enrollments, transfers, discharges, demographic information, and insurance/billing information for all services in the region. Scan or enter other required documentation into the EMR.
- * 4. Enter admission, billing, and clinical information in external data bases for multiple services, including Registrations, Prior Authorizations, Continued Stay Reviews, Discharges, Incident Reports, etc. Monitor staff authorizations and address unbillable events.
- * 5. Perform chart audits to ensure requisite documents are present. Provide notices to staff when paperwork or case extensions are due or missing. Process time-sensitive records requests.
- * 6. Assist staff with adherence to contract and licensing requirements.
- * 7. Participate in weekly supervision and Regional, Division, and Agency meetings, and forums meetings. When requested, take notes and provide timely final documents that are kept on file.
- * 8. Complete fiscal duties that include: Preparing Fee for Service Payroll, billable expectations, and check requisitions of program staff.

9. Maintain staff confidentiality and perform a variety of human resources tasks such as, but not limited to: Complete ESRs and NAFs. Scan supervision logs and performance counseling plans. Assist in orienting new staff to Spurwink, Division and Regional procedures; preparing and scheduling new hires for central hiring orientation meetings, follow-up with new staff regarding missing paperwork; and assisting HR with follow-up from monthly reports regarding licenses/certifications, training, and performance appraisals.
10. Demonstrate CARE principles in interactions with all staff, clients, guardians, and other providers.
11. Maintain a current Maine driver's license and a clean driving record as outlined in Spurwink's Driving Policy.
12. Complete tasks and projects assigned by the Regional Director and/or their designee.

In addition to the above performance standards, the Clinical Support Specialist assigned to the Affiliates Program is expected to perform the duties and responsibilities listed.

Affiliates Program Duties and Responsibilities:

- * 1. Assist affiliates with adherence to contract and licensing requirements.
- * 2. Provide notices and support to affiliates when paperwork or case extensions are due or missing.
- * 3. Participate in daily review and approval of affiliate billing and documentation submission to support agency compliance and billing expectations.
- * 4. Monitor client chart activity in Evolv to address and resolve inactive client records.
- * 5. Offer backup support to Data Collections and Practice Management team.

Immediate Supervision: Regional Director, Program Director, or Practice Manager

Immediate Subordinates: Administrative clerical staff of the program(s) to which they are assigned.

Schedule of Employment: Non-exempt position.

Other: As an employee of Spurwink, the Program Support Specialist is expected to adhere to the policies and procedures of Spurwink. They must keep client and employee health care information confidential, and in all other ways comply with Spurwink's policies and procedures implementing the Health Insurance Portability and Accountability Act (otherwise known as HIPAA).

General Sign Off: The employee is expected to adhere to all agency policies and to act as a role model in the adherence to agency policies.

I have read and understand this explanation and job description.

Employee Name (Please Print)

Employee Signature

Date